

2002
***CONSUMER SATISFACTION
SURVEY***



**Rhode Island
Department of Human Services
Office of Rehabilitation Services**

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1 INTRODUCTION

The Center for Research and Public Policy (CRPP) is pleased to present the results to a Consumer Satisfaction Survey.

The research was designed to measure current satisfaction levels among ORS consumers. The research will guide the Rhode Island's Office of Rehabilitation Services in building and maintaining relevant and successful programs, and services, to meet the needs of the residents served.

This research study included a comprehensive telephone survey. Interviews were conducted among disabled consumers statewide.

This report summarizes statistics collected from telephone surveys conducted February 11 – February 16, 2002.

Areas for investigation within the telephone surveys included:

- ❖ General awareness and understanding of ORS services,
- ❖ Expectations of ORS,
- ❖ Overall program ratings,
- ❖ Personnel ratings,
- ❖ Use and satisfaction with community providers,
- ❖ Program participation,
- ❖ Barriers to program or service participation,
- ❖ Outcomes,
- ❖ Need (Met/Unmet),
- ❖ Employment, and
- ❖ Demographics.

Section II of this report discusses the Methodology used in the Study while Section III includes Highlights and Recommendations derived from the quantitative research. Section IV is a Summary of Findings for the telephone survey.

Section V is an Appendix containing the survey instrument, and composite aggregate data.

METHODOLOGY

CRPP used a quantitative research design including the completion of 803 interviews with disabled residents who have accessed ORS services. All telephone interviews were conducted between February 11 and February 16, 2002.

Survey input was provided by ORS staff and an ORS work group.

The telephone sample used for the Consumer Satisfaction Study was provided by the Rhode Island Department of Human Services, Office of Rehabilitation Services.

CRPP utilized an Nth name stratified sample procedure. This method of sample selection allows randomization of numbers, which equalizes the probability of qualified respondents being included in the sampling frame.

One survey instrument was used to elicit information from all consumers of ORS services. Respondents qualified for the survey if they confirmed they have or are participating in programming sponsored by the ORS.

Training of telephone researchers and a pre-test of the survey instruments occurred on February 11, 2002.

All facets of the Consumer Satisfaction Research were completed by CRPP's research and senior staff. These aspects included: survey design, sample design, pre-test, computer programming, fielding, coding, data entry, validation and logic checks, computer analysis, analysis, report writing and presentations.

Statistically, a sample of 801 completed telephone interviews represents a margin for error of +/-3.5% at a 95% confidence level.

In theory, a sample of ORS consumers would differ no more than +/- 3.5% than if all consumers were contacted and included in the survey. That is, if random probability sampling procedures were reiterated over and over again, sample results may be expected to approximate the large population values within plus or minus +/-3.5% -- 95 out of 100 times.

Readers of this report should note that any survey is analogous to a snapshot in time and results are only reflective of the time period in which the survey was undertaken. Should concerted program changes or public information or relations campaigns be undertaken during or shortly after the fielding of the survey, the results contained herein may be expected to change and should be, therefore, carefully interpreted and extrapolated.

Furthermore, it is important to note that all surveys contain some component of “sampling error”. Error that is attributable to systematic bias has been significantly reduced by utilizing strict random probability procedures. This sample was strictly random in that selection of each potential respondent was an independent event, based on known probabilities.

Each qualified respondent within the sample had an equal chance for participating in the study. Statistical random error, however, can never be eliminated but may be significantly reduced by increasing sample size.

HIGHLIGHTS

ON AWARENESS AND UNDERSTANDING...

- Primary sources for information about the Office of Rehabilitation Services included high schools, doctors, Social Security departments, social workers, family and friends, therapists and self-initiated research.
- Applications were primarily secured through an ORS office, the mail, school, social workers and therapists.
- One fifth of all respondents, 20.0%, met with a counselor within one week of submitting an application. Another 22.4% suggest the meeting occurred between one and two weeks while 18.3% noted between two and three weeks.
- Three quarters of all respondents, 71.5%, suggested they are very (32.3%) or somewhat aware (39.2%) of all the services offered by ORS.
- Two thirds of respondents, 61.6%, reported they worked with a Vocational Rehabilitation Counselor in developing an Employment Plan. Of this group, 85.9%, indicated they understood the plan either very well or somewhat well.

ON EXPECTATIONS...

- Just over half of all respondents, 50.6%, suggested that their expectation of the Program was to find a job. Others offered their expectations were to learn new skills (8.5%), complete education 4.6%), find work with benefits (3.6%), become self-sufficient (3.5%), and make life easier (3.1%). (
- Over half of respondents, 59.7%, noted that their expectations were met all (23.4%) or most of the time (36.2%).
- When expectations were not met, respondents suggested this was due to not finding a job, illnesses, a slow process, finding a job on their own, facing more problems caused by the Program, having a discouraging counselor, or lack of transportation.

ON THE OVERALL PROGRAM...

- Program awareness was greatest for the following Program services:
 - Help in identifying appropriate vocational goals (72.2%)
 - Help in identifying interests and strengths (70.4%)
 - Help in finding a job (67.0%)
 - On the job training (62.0%)

- Awareness is lowest for the following Program services:
 - Youth transition services (29.8%)
 - General medical services (36.4%)
 - Mental health services (43.7%)
 - Adaptive equipment/technology support (45.5%)
- The average overall positive rating for eighteen Program services is 86.0%. Most service organizations strive to attain and maintain high eighties for satisfaction levels. All services received satisfaction ratings in the eighties or low nineties.
- On another seven office related characteristics, respondents provided an 83.9% average positive rating. The highest ratings were recorded for meeting locations accessibility (92.1%), ease of making appointments (88.4%) and returning calls promptly (86.4%).
- The lowest positive office ratings were recorded for quality of employment plan (76.1%) and developing a plan reflective of talents and abilities (75.1%).

ON PERSONNEL...

- Impressively, respondents provided a 90.8% average overall positive rating of ORS personnel on nine characteristics such as courtesy and willingness to help. All ratings were in the high eighties or low nineties.

ON COMMUNITY PROVIDERS...

- While most respondents, 84.9%, noted they had not been referred to a Community Rehabilitation Program, 13.8% said they were referred.
- Of this group, 27.9% noted they were offered a selection of providers to select among.
- Of this group, 27.9% noted they were offered a selection of providers to select among.

ON PROGRAM PARTICIPATION...

- A large majority of program participants, 82.6%, suggested they were either very or somewhat clear on their own role and responsibilities as they participated in Vocational Rehabilitation Services.
- Two thirds of respondents, 65.4%, mentioned their Employment Plan very or somewhat strongly reflected their own goals.
- Nearly one half of respondents, 48.2%, were offered a selection of choices as their Employment Plan was developed. One quarter (25.7%) said they were not while the remainder, 26.2%, was not sure.

ON BARRIERS...

- Barriers that prevented full participation in Vocational Rehabilitation Services included: client illness, transportation, inability to communicate, a discouraging counselor, funding from the State.

ON MET AND UNMET NEED...

- Services needed and received included, in declining order, job coaching, support system, resume writing, transportation, interview training, financial aid, evaluation and testing, clerical skills, hearing aids, computers.
- Services needed and not received included, in declining order, more counselor contact, one-on-one training, computer skills, finding a job on their own, prompt equipment approvals, a work employment plan, socializing skills, more evaluation.

ON PUBLIC SUPPORT...

- Over half of all respondents, 55.5% report they are currently receiving public benefits. Of this group, 57.0%, suggested that ORS provided them with information about the impact of increased earnings on public benefits.
- Fair ratings were provided by respondents for clear and easy to understand benefits information (61.5%), accurate information (62.2%), and having information that equipped respondents to make better work decisions (52.4%).

ON EMPLOYMENT...

- More than half of all respondents, 56.5%, reported they are working full or part-time. And, of this group, job satisfaction is high. A large majority, 81.7%, provided a high job satisfaction rating.
- Since employment began in their current positions, 55.5% received vacation benefits, 40.5% received medical benefits while 26.0% received a promotion.
- Over one third of those currently employed, 38.1%, note that their current job is one that ORS or and ORS community partner helped them secure.

RECOMMENDATIONS...

- Today, just 59.7% of consumers say that ORS meets their expectations all or most of the time. And, we know that 50.6% report this expectation is finding a job. ORS should determine what the office wants consumers to expect from their program involvement. There are many tremendous services. Once accomplished, brochures and communication should explain what consumers could expect. The recommendation is that “expectations” should be expanded beyond jobs.
- It appears that some consumers may not realize they actually have an Employment Plan in place. Counselors should be clear on the title and purpose of the Plan.
- The Office of Rehabilitation Services should equip physicians with the knowledge and materials to become a larger source for information, and ORS applications, than they are today.
- Awareness of services should be increased. Awareness levels are lowest for mental health services, general medical services, youth transition services, and adaptive equipment/technology. The average awareness for fifteen services measured is only 54.3%.
- Just 57.0% of consumers note that ORS provided them information on the impact of increased earnings on benefits. Further, satisfaction with information on benefits is only fair. ORS should review and increase communication.

SUMMARY OF FINDINGS

Readers are reminded that this section summarizes the statistics collected from a random telephone survey among 803 consumers of ORS services.

AWARENESS AND UNDERSTANDING

In an initial open-end format question, researchers asked respondents to report how they learned about or were referred to the Office of Rehabilitation Services or ORS.

A total of 35 different responses were collected. Those responses mentioned most frequently are presented in the following table.

Learning About ORS	Percent
High School	15.3%
Doctor	12.3
Social Security Dept./Social Worker	11.7
Family Friends	11.1
Therapist	9.5
Researched themselves	6.0
Rehab Department – Providence Center	3.2
Mental Health Center	2.6
Welfare Office	2.5
Good Will Industries	2.1

Other ways of learning about ORS cited less frequently included: Playgrounds, Mothers' Group, Sergeant's Center, ORS called, Paraplegic Association, Cancer group, ARC (association of retarded children), Chamber of Commerce, College, Rehab in Massachusetts, VA Hospital, Office for blind, Peer support group, Community Health Center, Employers, Workman's compensation, Arthritis Foundation, Fogard Center, URI Disability Services, Department of Labor and Training, United Cerebral Palsy, Seaman's Club (Newport), and State Agency.

In a second open-end format question, researchers asked respondents to report how they obtained an application for services.

A total of 23 different responses were collected. The top 11 most frequently mentioned responses are depicted in the following table.

Obtained Application for Services	Percent
ORS Office	24.2%
Via mail	12.1
School	9.5
Social Worker	8.5
Therapist	8.0
Mental Health Clinic	5.6
Doctor	4.0
Family / Friends	3.5
Fogard Center	1.4
Town Hall	1.1
Sergeant Center	1.1

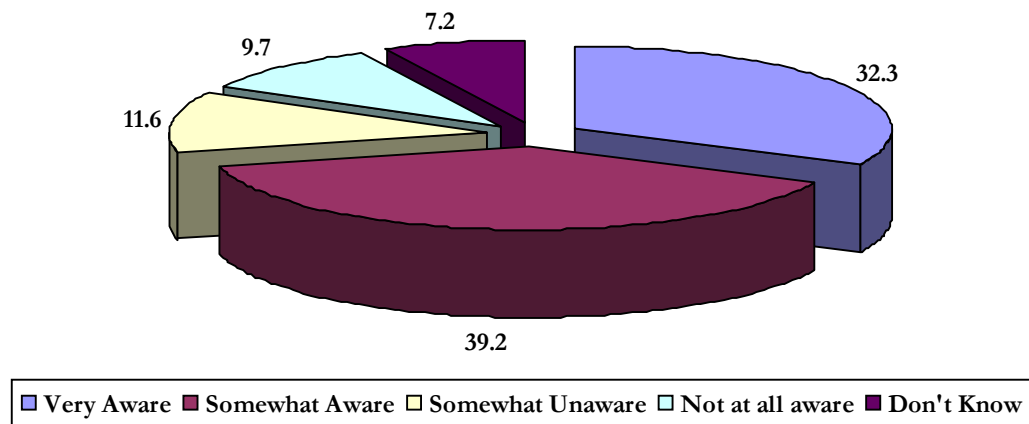
Other responses with less frequency of mention included: Paraplegic Association, ARC, Goodwill Industries, Rehab for the Blind, Court ordered, Peer support group, Community Health Center, Providence Center, Department of Human Services, Unemployment Office, ORS came to the house.

Researchers asked respondents how soon after submitting an application would they say that they were able to meet with a counselor.

The table below depicts the results obtained.

Met with Counselor...	Percent
Within a week	20.0%
1-2 Weeks	22.4
2-3 Weeks	18.3
3 Weeks – 1 Month	8.8
More than 1 Month	5.6

Almost two thirds of respondents, 71.5%, suggest they are very (32.3%) or somewhat (39.2%) aware of the services offered by the ORS. Another 11.6% suggested they were somewhat unaware while 9.7% noted they were not at all aware of the services offered.



Almost two thirds of all respondents, 61.6%, suggested that a Vocational Rehabilitation Counselor developed an Employment Plan. Another 31.3% suggested that one had not been developed while 1.1% suggested “not yet”. Some, 6.0% were unsure.

Of those with an Employment Plan, a very large majority, 85.9% suggested they understood the plan “very well” (59.0%) or “somewhat well” (26.9%). A few, 7.9% and 2.0% mentioned “not very well” or “not at all” respectively.

An open-end format question was used to discover how respondents were involved in developing their Employment Plan.

A total of 16 responses were collected. The following table presents the ten most frequently cited responses:

Developing Employment Plan...	Percent
They asked for client’s opinion	47.3%
Considered what kind of work the client preferred	12.5
Everything explained properly to client	8.7
Parents were involved as well	5.9
Took tests for skills	5.3
Discussed new ways to find work	4.6
Counselor worked one on one & paid attention	2.8
Counselor kept discouraging	1.8
Didn’t work out	1.2
Counselor did everything by themselves	1.2

Other less frequently cited responses included: Wrote my own resume, worked towards getting back to school, found out what the client wanted to do, went over his back ground, lack of attention provided, and no feedback provided.

EXPECTATIONS

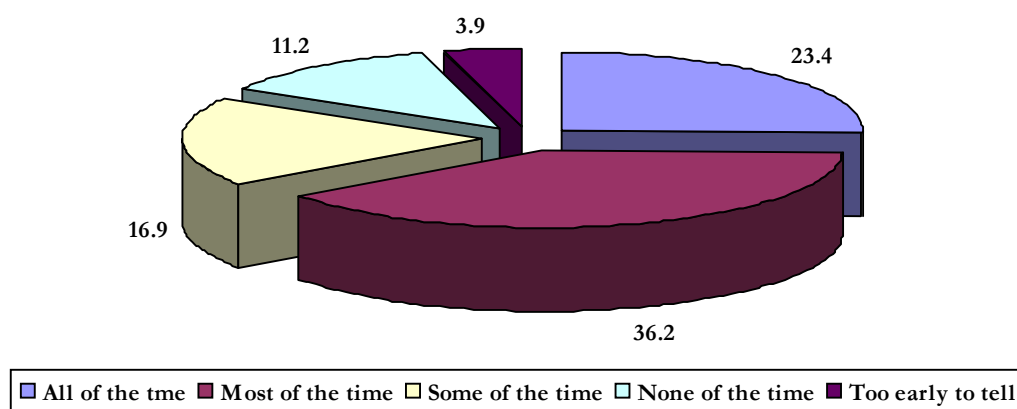
In an open-end format question, respondents were asked to think back to when they began in the Office of Rehabilitation Services. They were asked what their expectations of the program were.

A total of twenty-six different responses were collected. The following table presents the ten most frequently cited expectations.

Expectations	Percent
Find a job	50.6%
Learn new skills	8.5
None	7.3
Complete education	4.6
Find work with benefits	3.6
Become self-sufficient	3.5
Make my life easier / make me feel better	3.1
Get more services than in the past	1.9
To find out my skills	1.9
Learn self control	1.2

Other expectations cited with less frequency included: To work with children, attend college, get comfort and help, get assistance for the blind, become a social worker, be able to live on a college campus, was court ordered, medical assistance, eliminate physical pain, walk again, learn Braille, to see how it was to do the program, become self employed, speech improvement, get hearing aids, become active/lose weight.

Almost two thirds of all respondents, 59.7%, noted that their expectations were met all (23.4%) or most of the time (36.2%). Another 16.9% suggested “some of the time” while 11.2% mentioned “none of the time”. Further, 3.9% said it was too early to tell.



Respondents reporting that only some or none of their expectations were met were asked to report the reasons.

The following table presents the primary reasons of twenty-eight collected.

Reasons Expectations Unmet	Percent
Never found a job	15.5%
Illness	14.2
The process is too slow	8.8
Found a job on my own	7.1
Instead of helping caused more problems	5.8
Counselor kept discouraging	5.3
Transportation problems	4.0
ORS gave him a bad name	3.1
Didn't make the client feel better	3.5
Didn't have the training program needed	3.5

Other reasons for unmet expectations offered included: Didn't get the apartment on his own, never went to school, didn't get the necessary books, didn't become self-sufficient, didn't get help setting up her business, felt they belittled him, dropped from the program, no explanations on benefits provided, had to go to "AA" meetings first, no follow-through, problems with co-workers, client didn't want to be there, counselor was too busy, ORS didn't submit forms to school in time, more social activities needed, disability ran out, and no feedback provided.

OVERALL PROGRAM

In an aided, closed-end question, respondents were asked if they were aware of the services provided by the Office of Rehabilitation Services or ORS.

The following table presents those services named and the percent suggesting awareness.

ORS Services	Percent Aware
Help in identifying an appropriate vocational goal	72.2%
Help in identifying interests, strengths, and abilities	70.4
Help in finding a job	67.0
On the job training	62.0
Job coaching	58.3
Help practicing for job interviews	57.9
Help in understanding how benefits are affected by employment	57.2
Help in finding community support services	54.3
Classroom or other types of training	54.2
Help with resume development	53.7
Help in determining job accommodations needed	52.8
Adaptive equipment or adaptive technology support for the job	45.5
Mental Health Services	43.7
Occupational and Physical Therapy	39.7
Vision Services	37.4
General Medical Services (Such as internal medicine, orthopedic, neurological)	43.7
Hearing and Speech Services	36.4
Youth Transition Services	29.8

All respondents were asked if they have used eighteen different services. Respondents who reported using a service were asked how satisfied they were with the service using a scale of one to ten where one is very good and ten is very poor.

The following table presents the percent of respondents using each named service and the cumulative total positive ratings of one through four on the ten point scale.

Services	Satisfaction	Used
Adaptive equipment or adaptive technology support for the job	92.1%	29.9%
Help in determining job accommodations needed	90.8	36.7
Youth Transition Services	90.8	21.7
General Medical Services (Such as internal medicine, orthopedic, neurological)	89.6	23.9
Help practicing for job interviews	89.3	40.7
Job Coaching	88.8	40.0
Hearing and Speech Services	88.3	21.3
Occupational and Physical Therapy	87.8	22.4
Vision Services	85.9	22.0
Help in finding community support and services	85.2	40.3
Mental Health Services	85.2	25.3
Classroom or other types of training	84.6	37.1
On the job training	83.1	41.3
Help with resume development	83.0	39.6
Help in finding a job	81.8	50.7
Help in identifying an appropriate vocational goal	81.7	61.8
Help in understanding how benefits are affected by employment	81.4	41.6
Help in identifying interests, strengths, and abilities	79.1	65.0
Average	86.0%	--

Respondents were asked to rate the Office of Rehabilitation Services or ORS on seven characteristics.

Each again was asked to use a scale of one to ten where one was very good and ten was very poor. The following table presents the characteristics rated and the cumulative total positive ratings of one through four.

In a final column, “don’t know” respondents were removed from the data.

Characteristics Rated	Positive Rating w/o DK's	Positive Rating
Accessibility of meeting location when you see your ORS counselor	92.1%	81.6%
Convenience of locations where you met with your counselor	89.4	80.9
Easy to make appointment	88.4	76.7
Phone calls were returned promptly	86.4	73.8
Feeling like a full partner in the development of your Employment Plan	79.6	55.3
Quality of your Employment Plan	76.1	51.2
Developed a plan which reflected your talents and abilities	75.1	52.9
Average	83.9	67.4

PERSONNEL

Researchers asked respondents to rate their satisfaction with ORS personnel on nine important characteristics.

All respondents were asked to use a scale of one to ten where one was very good and ten was very poor. The following table presents the characteristics rated and the cumulative total positive ratings of one through four.

In a final column, “don’t know” respondents were removed from the data.

Characteristics	Positive Rating w/o DK's	Positive Rating
Treated you with respect	94.1%	89.7%
Courteous	93.2	88.3
Willingness to help	92.0	87.4
Involving you in decisions	91.9	80.9
Knowledgeable	91.7	86.7
Listening carefully	90.2	85.9
Explaining things you need to know	88.7	83.2
Keeping promises	88.4	76.8
Helping you understand your own role and responsibilities in your vocational rehabilitation	87.4	78.5
Average	90.8	84.1

COMMUNITY PROVIDERS

While 84.9% of respondents report that they were not referred to another community rehabilitation program, 13.8% mentioned they were referred.

Researchers asked respondents to name the service provided. The following table presents the most frequently cited services referred to by ORS.

Services Provided by Community Providers	Percent Mention
Computer class	17.1%
Speech therapy	12.6
Interview skills	9.9
Community service	7.2
Mental Health Clinic	5.4
College classes	5.4
Workshop	4.5
MAHAH – transport, job	3.6
Blackstone	3.6
Bridges	3.6
Learning independent living	3.6

Other services mentioned with less frequency included: Counseling, vocational training, never returned calls, learning reading, obtained hearing aids, 2-day seminars & testing, waves provided all services needed, Fogard – workshop, and elderly work services.

Over one quarter of all referred respondents, 27.9%, noted that they were offered a selection of providers to choose from by ORS. Another 50.5% suggested they were offered only one option and 21.6% were unsure or could not recall.

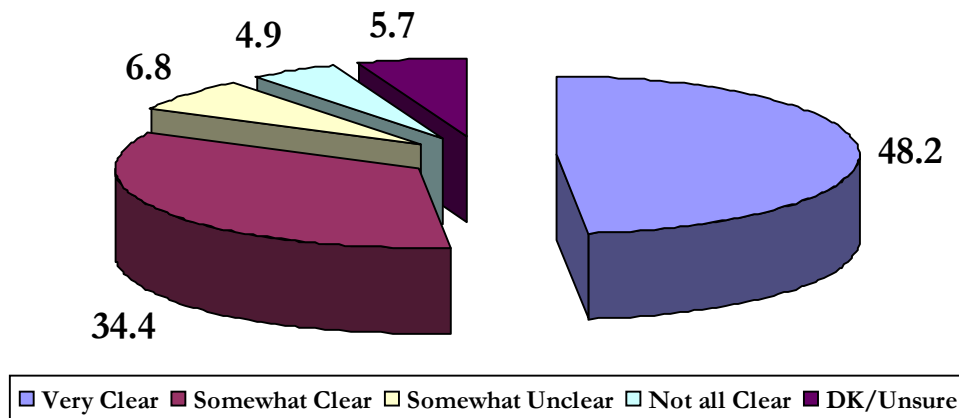
And, of those referred to a community rehabilitation program, a strong majority, 82.0%, mentioned they were very (57.7%) or somewhat (24.3%) satisfied with the community provider. Another 2.7% said they were somewhat dissatisfied and 8.1% mentioned they were very dissatisfied.

The primary reasons for dissatisfaction included: No employment outside workshop (25.0%), breaching the client's confidentiality (25.0%), being no help at all (16.7%), no help with social skills (16.7%), and disability running out (16.7%).

PROGRAM PARTICIPATION

A very large majority of respondents, 82.6% reported being very clear (48.2%) or somewhat clear (34.4%) of their own role and responsibilities as they participated in the Vocational Rehabilitation Services.

Some respondents (6.8%) reported that they were somewhat unclear and 4.9% mentioned they were not at all clear of their role. And, 7.2% did not know.



Almost two thirds of respondents, 65.4%, mentioned very (31.3%) or somewhat (34.1%) when asked how strongly their own goals were reflected in their Employment Plan. Meanwhile, a few (8.7%) suggested a somewhat weak (4.6%), or very weak reflection (4.1%).

Almost one half of all respondents, 48.2%, noted that they were offered a selection of choices as their Employment Plan was developed. Another 25.7% said they were not, while 26.2% indicated not knowing or being unsure.

BARRIERS

In an open end format question, researchers asked respondents to name any barriers that prevented them from full participation in the Vocational Rehabilitation Services.

While 59.0% could not name any, the following table presents those barriers named most frequently.

Barriers to Full Participation	Percent
Client illness	11.0%
Transportation	5.9
Inability to communicate	3.6
Counselor kept discouraging	2.0
Funding from the state	1.1
Found a better place	0.7
Found a job by themselves	0.7
Bad reputation	0.6
Can't read or write	0.6
Lack of social skills	0.6
Didn't qualify	0.6

Other barriers named with less frequency included: changed counselors too often, mental problems, physically sick on the job site, retired, belittled the client, didn't return phone calls, bathroom has no handicap facility, not informed of services available, family problems, ORS didn't submit the forms to school on time, no high school diploma, wheelchair problems, lack of parking, constant supervision, medication makes him tired, job didn't work out, cost too high, too impulsive, lack of professional training, and too bureaucratic.

NEED (MET/UNMET)

Researchers asked respondents to name services received and needed from the Office of Rehabilitation Services, in order to be successful in getting or keeping a job.

The table below presents the most frequently cited responses.

Services received and needed to be successful	Percent
Job coaching	10.8%
Support system	3.9
Resume writing	3.7
Transportation	2.9
Interview training	2.2
Financial aid	2.0
Evaluation / testing	1.9
Clerical skills	1.5
Hearing aid	1.4
Computer provided	1.1

Other services cited with less frequency included: Accompanying to and from employment, learning to work with children, vision services, drug training, certificate for participation, CAD training, alcohol counseling, adaptive technology, speech therapy, daycare services, getting a wheelchair, computer education, workshops, one on one counseling, learning independent living, people in partnership.

Researchers also asked respondents to name services they did not receive from the program but were needed to be successful in getting or keeping a job.

A few, 4.2%, reported that none of services they needed to be successful were received. The table below presents the most frequently cited responses.

Services <u>not</u> received and needed to be successful	Percent
Counselor should make more effort to keep in touch	2.4%
One on one training	1.7
Computer skills	1.6
How to look for job by themselves	1.5
Get work-employment plan	1.4
Too long wait for an approval (to get equipment)	1.1
Wasn't told what's available	1.0
Teach socializing skills	0.7
More evaluation	0.6

Other less frequently cited responses included: health care, more information about safety, assistance to get to and from work, getting driver's license, more involved/caring counselor, hearing aid, books for blind, consideration of their interests more, help in setting up their own business, more financial help, and more speech therapy.

PUBLIC SUPPORT

Just over half of all respondents, 55.5 % report they are currently receiving public benefits. Another 4.4% note that they have received benefits in the past.

Of this group, more than half (57.0%) suggested that ORS provided them with information about the impact of increased earnings on public benefits.

All respondents were asked to rate the information received on three characteristics using a scale of one to ten where one was very good and ten was very poor. The second column presents the cumulative total positive rating of one through four. The following table depicts the results as collected.

Characteristics	Positive Rating
The benefits information was accurate	62.2%
The benefits information was clear and easy to understand	61.5
The benefits information enabled you to make better decisions about work	52.4

EMPLOYMENT

More than half of all respondents, 56.5%, reported being employed either full-time (26.9%), or part-time (29.6%). Less than half (43.1%), reported they were not currently working at all.

Using a scale of one to ten, where one was very good and ten was very poor, the group of respondents who were currently working (56.5%), was asked to rate the satisfaction level with their current jobs. A large majority, 81.7%, reported a high satisfaction rating of 1-4, while a few, 5.5%, provided a satisfaction rating of 7-10.

Researchers asked the group of respondents who were currently working, if their current employer had provided them with three different job benefits, since starting their new employment. The table below presents the results.

Benefit	Yes
Vacation	55.5%
Medical Benefit	40.5
Promotion	26.0

Researchers asked the group of respondents who were currently working (56.5%) if their current job was a position that the ORS, or its community rehabilitation program partner, had helped them secure. More than a third, 38.1% responded yes, while more than half, 55.5% responded no.

In an open-end format question, researchers asked only respondents who “closed” after or before a plan was in place to tell us the reason why decided to close. The following table presents the most frequently cited responses.

Why left program	Percent
Health Problems	31.9%
No help at all	7.1
Never stuck with it	5.7
Counselor discouraged me	5.2
Never received an employment plan	5.2
Didn't get job soon enough	4.8
Has a job – didn't need one	4.3
Still trying to find a job	3.8
Didn't want a full-time job	3.3
Didn't belong among handicapped	2.9

Other less frequently cited responses included: Counselor left, not enough skills for the position, ORS bad name influenced the career, was accepted for benefits/quit, transportation problems, family problems, couldn't read/write, no financial help, was involuntarily dropped from the program, no comment, jobs offered were too low paying, disability ran out, found another program, and too young.

DEMOGRAPHICS

Your disability	Percent
Mild	33.0%
Moderate	38.4
Severe	24.0
Don't know	4.6

Length of time for disability (in years)	Percent
1-10	31.1%
11-20	13.0
21-30	10.9
31-40	3.0
41-50	1.2
51-81	1.5
Lifetime	37.7

Education	Percent
Some high school	11.1%
High school graduate	37.5
GED	4.5
Some college	23.0
College graduate	9.8
Post graduate work	5.0
Don't know	4.4
Refused	0.7

Age	Percent
18 to less than 25	20.8%
25 to less than 35	21.3
35 to less than 45	21.5
45 to less than 55	19.4
55 to less than 65	10.3
65 years of age or older	5.1
Refused	1.5

Gender	Percent
Male	52.8%
Female	47.2

Code Race	Percent
White	96.0%
African-American	3.1
Asian	0.9

Hispanic	Percent
Yes	3.0%
No	97.0

8 APPENDIX

INTERPRETATION OF AGGREGATE RESULTS

The computer processed data for this survey is presented in the following frequency distributions. It is important to note that the wordings of the variable labels and value labels in the computer-processed data are largely abbreviated descriptions of the Questionnaire items and available response categories.

The frequency distributions include the category or response for the question items. Responses deemed not appropriate for classification have been grouped together under the “Other” code.

The “NA” category label refers to “No Answer” or “Not Applicable”. This code is also used to classify ambiguous responses. In addition, the “DK/RF” category includes those respondents who did not know their answer to a question or declined to answer it. In many of the tables, a group of responses may be tagged as “Missing” – occasionally, certain individual’s responses may not be required to specific questions and thus are excluded. Although when this category of response is used, the computations of percentages are presented in two (2) ways in the frequency distributions: 1) with their inclusion (as a proportion of the total sample), and 2) their exclusion (as a proportion of a sample subgroup).

Each frequency distribution includes the absolute observed occurrence of each response (i.e. the total number of cases in each category). Immediately adjacent to the right of the column of absolute frequencies is the column of relative frequencies. These are the percentages of cases falling in each category response, including those cases designated as missing data. To the right of the relative frequency column is the adjusted frequency distribution column that contains the relative frequencies based on the legitimate (i.e. non-missing) cases. That is, the total base for the adjusted frequency distribution excludes the missing data. For many Questionnaire items, the relative frequencies and the adjusted frequencies will be nearly the same. However, some items that elicit a sizable number of missing data will produce quite substantial percentage differences between the two columns of frequencies. The careful analyst will cautiously consider both distributions.

The last column of data within the frequency distribution is the cumulative frequency distribution (Cum Freq). This column is simply an adjusted frequency distribution of the sum of all previous categories of response and the current category of response. Its primary usefulness is to gauge some ordered or ranked meaning.